

## **J.D. Power and Associates Recognizes Verizon Wireless for Highest Call Quality in the Southeast**

Sept. 3, 2009

Verizon Wireless, the leading wireless company with the nation's largest and most reliable wireless network, has been recognized for the "Highest Call Quality Performance Among Wireless Cell Phone Users in the Southeast," which includes Tennessee, in the J.D. Power and Associates' 2009 Wireless Call Quality Performance Study(SM), Volume 2.

The J.D. Power and Associates study measures call quality among the major U.S. wireless service providers based on seven problem areas that impact overall carrier performance. More than 24,000 wireless phone subscribers were surveyed in the first half of the year about their experience with dropped calls, static/interference, failed connection on the first try, voice distortion, echoes, no immediate voice mail notification and no immediate text message notification. Based on the results, Verizon Wireless ranked highest in the Southeast.

"Our customers in West Tennessee expect the best from Verizon Wireless," said Steven R. Smith, South Central region president for Verizon Wireless. "We consistently invest in our network throughout the state and work hard to turn this investment into service improvements for our customers, so they can not only make calls, but can stay connected and experience a quality call from start to finish."

Verizon Wireless' "nation's most reliable wireless network" claim is based on network studies performed by real-life test men and test women who inspired the company's national advertising campaign. Nationally, Verizon Wireless' real-life test men and women drive more than 90 specially equipped vehicles almost 1,000,000 miles annually testing Verizon Wireless' network and the networks of other carriers.

Verizon Wireless has invested more than \$50 billion - on average \$5.5 billion annually - in its network since 2000 when the company was formed. This year alone, Verizon Wireless has invested more than \$5 million to expand and advance its network in West Tennessee.

For more information about Verizon Wireless, visit [www.verizonwireless.com](http://www.verizonwireless.com).

### About Verizon Wireless

Verizon Wireless operates the nation's most reliable and largest wireless voice and data network, serving 87.7 million customers. Headquartered in Basking Ridge, N.J., with more than 87,000 employees nationwide, Verizon Wireless is a joint venture of Verizon Communications (NYSE: VZ) and Vodafone (NYSE and LSE: VOD). For more information, visit [www.verizonwireless.com](http://www.verizonwireless.com). To preview and request broadcast-quality video footage and high-resolution stills of Verizon Wireless operations, log on to the Verizon Wireless Multimedia Library at [www.verizonwireless.com/multimedia](http://www.verizonwireless.com/multimedia).